

Global 4 Communications Ltd Escalation Details

Version:

G4/MANESC01 V1.2 Public

Date:

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Global 4 Communications Ltd.
Global House, 60b Queen Street
Horsham, West Sussex RH13 5AD

T 01403 272910

F 01403 273933

E feedback@global4.co.uk

W www.global4.co.uk

1. Contact Us

All queries, support requests or escalations must be reported in the first instance to the relevant team via the below contact details.

When contacting us, our team will create a ticket for your request and will keep you updated using this unique reference.

Please use this reference when communicating with us and if, you are replying to an email, please keep the subject line the same as this will automatically update the ticket so our agents receive your reply promptly.

Department	Detail
Sales (Quotes and account management)	Telephone: 01403 272910 Select option 3 – Quotes and Account Management Email: sales@global4.co.uk
Provisioning (Orders and service changes)	Telephone: 01403 272910 Select option 2: Order Queries Email: g4customer.services@global4.co.uk
Support (Faults, Programming Changes and Support)	Telephone: 01403 272910 Select option 1: Support Queries Email: g4support@global4.co.uk
Billing (Invoicing and charge queries)	Telephone: 01403 272910 Select option 4: Billing and Accounts Email: g4billing@global4.co.uk
Accounts (Payment queries and statements)	Telephone: 01403 272910 Select option 4: Billing and Accounts Email: accounts@global4.co.uk
Complaints and Feedback (Positive and Negative)	Email: feedback@global4.co.uk
Postal Address	Global 4 Communications Ltd, Global House, 60B Queen Street, Horsham, West Sussex, RH13 5AD

2. Escalation Contact Details

We work hard to ensure our customers are happy with the products and services that they receive from us, however sometimes things can go wrong.

If you are unhappy with the resolution of a ticket that you have raised to us, then you can escalate this to the attention of our escalation team. Please ensure that you have raised the query to the relevant team and allowed them sufficient opportunity to resolve your query before using this escalation path.

If you have raised an escalation and have not had a response in the target timeframes or you are unhappy with the progression of your escalation, then please escalate to the next level above.

Sales Escalation Path

Escalation Level	Contact Details	Target Response Time
Level 1	Carl Barnett – Managing Director Tel: 07795 848987 Email: carl.barnett@global4.co.uk	4 hours
Level 2	Nigel Barnett – CEO Tel: 07798 606060 Email: nigel.barnett@global4.co.uk	4 hours

Solution Delivery, Support and Service Escalation Path

Escalation Level	Contact Details	Target Response Time
Level 1	Solution Delivery Escalation Team Tel: 01403 272910 Select Option: 1 Email: serviceescalations@global4.co.uk	4 hours
Level 2	Solution Delivery Service Management Team Tel: 01403 272910 Select Option: 2 Email: servicemanagement@global4.co.uk	4 hours

Finance (Billing & Accounts) Escalation Path

Escalation Level	Contact Details	Target Response Time
Level 1	Accounts Escalation Team Alex Wing Tel: 01403 272910 Select Option: 4 Email: accounts@global4.co.uk	4 hours
Level 2	Accounts Management Team Alastair Smith Tel: 01403 272910 Select Option: 4 Email: accounts@global4.co.uk	4 hours